

## RFP ATTACHMENT 6.2. — SECTION B

## TECHNICAL PROPOSAL &amp; EVALUATION GUIDE

**SECTION B: GENERAL QUALIFICATIONS & EXPERIENCE.** The Proposer must address all items detailed below and provide, in sequence, the information and documentation as required (referenced with the associated item references). The Proposer must also detail the proposal page number for each item in the appropriate space below. Proposal Evaluation Team members will independently evaluate and assign one score for all responses to Section B— General Qualifications & Experience Items.

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| <b>PROPOSER LEGAL ENTITY NAME:</b>              |                  | Casto Information Manag Systems   |
| <b>Proposal Page #<br/>(Proposer completes)</b> | <b>Item Ref.</b> | <b>Section B— General Qualifications &amp; Experience Items</b>   |
|   | <b>B.1.</b>      | Detail the name, e-mail address, mailing address, telephone number, and facsimile number of the person the State should contact regarding the proposal.   |
|   | <b>B.2.</b>      | Describe the Proposer's form of business ( <i>i.e.</i> , individual, sole proprietor, corporation, non-profit corporation, partnership, limited liability company) and business location (physical location or domicile).   |
|   | <b>B.3.</b>      | Detail the number of years the Proposer has been in business.   |
|   | <b>B.4.</b>      | Briefly describe how long the Proposer has been performing the services required by this RFP.   |
|   | <b>B.5.</b>      | Describe the Proposer's number of employees, client base, and location of offices.  |
|   | <b>B.6.</b>      | Provide a statement of whether there have been any mergers, acquisitions, or sales of the Proposer within the last ten years. If so, include an explanation providing relevant details.   |
|   | <b>B.7.</b>      | Provide a statement of whether the Proposer or, to the Proposer's knowledge, any of the Proposer's employees, agents, independent contractors, or subcontractors, proposed to provide work on a contract pursuant to this RFP, have been convicted of, pled guilty to, or pled <i>nolo contendere</i> to any felony. If so, include an explanation providing relevant details.  |
|   | <b>B.8.</b>      | Provide a statement of whether, in the last ten years, the Proposer has filed (or had filed against it) any bankruptcy or insolvency proceeding, whether voluntary or involuntary, or undergone the appointment of a receiver, trustee, or assignee for the benefit of creditors. If so, include an explanation providing relevant details.   |
|   | <b>B.9.</b>      | <p>Provide a statement of whether there is any material, pending litigation against the Proposer that the Proposer should reasonably believe could adversely affect its ability to meet contract requirements pursuant to this RFP or is likely to have a material adverse effect on the Proposer's financial condition. If such exists, list each separately, explain the relevant details, and attach the opinion of counsel addressing whether and to what extent it would impair the Proposer's performance in a contract pursuant to this RFP.</p> <p>NOTE: All persons, agencies, firms, or other entities that provide legal opinions regarding the Proposer must be properly licensed to render such opinions. The State may require the Proposer to submit proof of such licensure detailing the state of licensure and licensure number for each person or entity that renders such opinions.</p> |
|   | <b>B.10.</b>     | <p>Provide a statement of whether there are any pending or in progress Securities Exchange Commission investigations involving the Proposer. If such exists, list each separately, explain the relevant details, and attach the opinion of counsel addressing whether and to what extent it will impair the Proposer's performance in a contract pursuant to this RFP.</p> <p>NOTE: All persons, agencies, firms, or other entities that provide legal opinions regarding the Proposer must be properly licensed to render such opinions. The State may require the Proposer to submit proof of such licensure detailing the state of licensure and licensure number for each person or</p>   |

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| <b>Proposal Page #<br/>(Proposer completes)</b> | <b>Item Ref.</b> | <b>Section B— General Qualifications &amp; Experience Items</b>  |
|   |                  | entity that renders such opinions.   |
|   | <b>B.11.</b>     | Provide a brief, descriptive statement detailing evidence of the Proposer's ability to deliver the services sought under this RFP (e.g., prior experience, training, certifications, resources, program and quality management systems, etc.).   |
|   | <b>B.12.</b>     | Provide a narrative description of the proposed project team, its members, and organizational structure along with an organizational chart identifying the key people who will be assigned to accomplish the work required by this RFP, illustrating the lines of authority, and designating the individual responsible for the completion of each service component and deliverable of the RFP.   |
|   | <b>B.13.</b>     | Provide a personnel roster listing the names of key people who the Proposer will assign to perform duties or services required by this RFP along with the estimated number of hours that each individual will devote to that performance. Follow the personnel roster with a resume for each of the people listed. The resumes must detail the individual's title, education, current position with the Proposer, and employment history.  |
|   | <b>B.14.</b>     | <p>Provide a statement of whether the Proposer intends to use subcontractors to accomplish the work required by this RFP, and if so, detail:</p> <ul style="list-style-type: none"> <li>(a) the names of the subcontractors along with the contact person, mailing address, telephone number, and e-mail address for each;</li> <li>(b) a description of the scope and portions of the work each subcontractor will perform; <u>and</u></li> <li>(c) a statement specifying that each proposed subcontractor has expressly assented to being proposed as a subcontractor in the Proposer's response to this RFP.</li> </ul>  |
|   | <b>B.15.</b>     | <p>Provide documentation of the Proposer's commitment to diversity as represented by its business strategy, business relationships, and workforce— this documentation should detail <u>all</u> of the following:</p> <ul style="list-style-type: none"> <li>(a) a description of the Proposer's existing programs and procedures designed to encourage and foster commerce with business enterprises owned by minorities, women, persons with a handicap or disability and small business enterprises;</li> <li>(b) a listing of the Proposer's current contracts with business enterprises owned by minorities, women, persons with a handicap or disability and small business enterprises, including the following information: <ul style="list-style-type: none"> <li>(i) contract description and total value</li> <li>(ii) contractor name and ownership characteristics (i.e., ethnicity, sex, disability)</li> <li>(iii) contractor contact and telephone number;</li> </ul> </li> <li>(c) an estimate of the level of participation by business enterprises owned by minorities, women, persons with a handicap or disability and small business enterprises in a contract awarded to the Proposer pursuant to this RFP, including the following information: <ul style="list-style-type: none"> <li>(i) participation estimate (expressed as a percent of the total contract value that will be dedicated to business with subcontractors and supply contractors having such ownership characteristics — <b>PERCENTAGES ONLY — DO NOT INCLUDE DOLLAR AMOUNTS</b>)</li> <li>(ii) descriptions of anticipated contracts</li> <li>(iii) names and ownership characteristics (i.e., ethnicity, sex, disability) of anticipated subcontractors and supply contractors anticipated; and</li> </ul> </li> <li>(d) the percent of the Proposer's total current employees by ethnicity, sex, and handicap or disability.</li> </ul> <p>NOTE: Proposers that demonstrate a commitment to diversity will advance State efforts to expand opportunity to do business with the State as contractors and sub-contractors. Proposal evaluations will recognize the positive qualifications and experience of a Proposer that does business with enterprises</p> |

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| PROPOSER LEGAL ENTITY NAME:                   |              | CIMS  |
| Proposal<br>Page #<br>(Proposer<br>completes) | Item<br>Ref. | Section B— General Qualifications & Experience Items  |
|   |              | owned by minorities, women, persons with a handicap or disability and small business enterprises and that offers a diverse workforce to meet service needs.   |
|   | B.16.        | <p>Provide a statement of whether or not the Proposer has any current contracts with the State of Tennessee or has completed any contracts with the State of Tennessee within the previous 5-year period. If so, provide the following information for all of the current and completed contracts:</p> <ul style="list-style-type: none"> <li>(a) the name, title, telephone number and e-mail address of the State contact knowledgeable about the contract;</li> <li>(b) the procuring State agency name;</li> <li>(c) a brief description of the contract's scope of services;</li> <li>(d) the contract term; and</li> <li>(e) the contract number.</li> </ul> <p>NOTES:</p> <ul style="list-style-type: none"> <li>▪ Current or prior contracts with the State are <u>not</u> a prerequisite and are <u>not</u> required for the maximum evaluation score, and the existence of such contracts with the State will <u>not</u> automatically result in the addition or deduction of evaluation points.</li> <li>▪ Each evaluator will generally consider the results of inquiries by the State regarding all contracts noted.</li> </ul>  |
|   | B.17.        | <p>Provide customer references from individuals (who are <u>not</u> current or former officials or staff of the State of Tennessee) for projects similar to the services sought under this RFP and which represent:</p> <ul style="list-style-type: none"> <li>▪ two (2) of the larger accounts currently serviced by the Proposer, <u>and</u></li> <li>▪ three (3) completed projects.</li> </ul> <p>All references must be provided in the form of standard reference questionnaires that have been fully completed by the individual providing the reference as required. The standard reference questionnaire, which <u>must</u> be used and completed as required, is detailed at RFP Attachment 6.4. References that are not completed as required will be considered non-responsive and will not be considered.</p> <p>The Proposer will be <u>solely</u> responsible for obtaining the fully completed reference questionnaires, and for including them within the Proposer's sealed Technical Proposal. In order to obtain and submit the completed reference questionnaires, as required, follow the process detailed below.</p> <ul style="list-style-type: none"> <li>(a) "Customize" the standard reference questionnaire at RFP Attachment 6.4. by adding the subject Proposer's name, and make exact duplicates for completion by references.</li> <li>(b) Send the customized reference questionnaires to each individual chosen to provide a reference along with a new standard #10 envelope.</li> <li>(c) Instruct the person that will provide a reference for the Proposer to: <ul style="list-style-type: none"> <li>(i) complete the reference questionnaire (on the form provided or prepared, completed, and printed using an exact duplicate of the document);</li> <li>(ii) sign <u>and</u> date the completed, reference questionnaire;</li> <li>(iii) seal the completed, signed, and dated, reference questionnaire within the envelope provided;</li> <li>(iv) sign his or her name in ink across the sealed portion of the envelope; and</li> <li>(v) return the sealed envelope containing the completed reference questionnaire directly to the Proposer (the Proposer may wish to give each reference a deadline, such that the Proposer will be able to collect all required references in time to include them within the sealed Technical Proposal).</li> </ul> </li> <li>(d) <u>Do NOT open the sealed references upon receipt.</u></li> <li>(e) Enclose all <u>sealed</u> reference envelopes within a larger, labeled envelope for inclusion in the</li> </ul> |

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|---|--------------|---|
| PROPOSER LEGAL ENTITY NAME:   |              | CIMS  |
| Proposal<br>Page #<br>(Proposer<br>completes)   | Item<br>Ref. | <b>Section B— General Qualifications &amp; Experience Items</b><br><br>Technical Proposal as required.<br><br>NOTES: <ul style="list-style-type: none"> <li>▪ The State will not accept late references or references submitted by any means other than that which is described above, and each reference questionnaire submitted must be completed as required.</li> <li>▪ The State will not review more than the number of required references indicated above.</li> <li>▪ While the State will base its reference check on the contents of the sealed reference envelopes included in the Technical Proposal package, the State reserves the right to confirm and clarify information detailed in the completed reference questionnaires, and may consider clarification responses in the evaluation of references.</li> <li>▪ The State is under <u>no</u> obligation to clarify any reference information.</li> </ul> |
| SCORE (for <u>all</u> Section B—Qualifications & Experience Items above):<br>(maximum possible score = 300) |              | 200   |
| State Use – Evaluator Identification:<br><br>001  |              |   |

## RFP ATTACHMENT 6.2. — SECTION C

## TECHNICAL PROPOSAL &amp; EVALUATION GUIDE

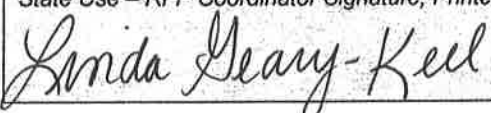
**SECTION C: TECHNICAL QUALIFICATIONS, EXPERIENCE & APPROACH.** The Proposer must address all items (below) and provide, in sequence, the information and documentation as required (referenced with the associated item references). The Proposer must also detail the proposal page number for each item in the appropriate space below.

A Proposal Evaluation Team, made up of three or more State employees, will independently evaluate and score the proposal's response to each item. Each evaluator will use the following whole number, raw point scale for scoring each item:

0 = little value      1 = poor      2 = fair      3 = satisfactory      4 = good      5 = excellent

The RFP Coordinator will multiply the Item Score by the associated Evaluation Factor (indicating the relative emphasis of the item in the overall evaluation). The resulting product will be the item's raw, weighted score for purposes of calculating the section score as indicated.

| PROPOSER LEGAL ENTITY NAME:             |           | CIMS  |            |                   |                    |
|---|-----------|---|------------|-------------------|--------------------|
| Proposal Page #<br>(Proposer completes) | Item Ref. | Section C— Technical Qualifications, Experience & Approach Items  | Item Score | Evaluation Factor | Raw Weighted Score |
|   | C.1.      | Provide a narrative that illustrates the Proposer's understanding of the State's requirements and project schedule.   | 3          | 10                | 30                 |
|   | C.2.      | Provide a narrative that illustrates how the Proposer will complete the scope of services, accomplish required objectives, and meet the State's project schedule.   | 4          | 10                | 40                 |
|   | C.3.      | Provide a draft Implementation Plan to include:<br>1) The activities required for implementation<br>2) The schedule for implementation<br>3) Roles and responsibilities for implementation<br>4) Potential risks and mitigation strategies<br>5) A description of the mechanisms for reporting status to the State, and coordinating and resolving issues related to the implementation.  | 4          | 5                 | 20                 |
|   | C.4.      | A narrative describing the Proposer's staffing plan for the provision of services under this procurement. This narrative must include the number of positions and position descriptions for staff that are direct employees of the Proposer, as well as the number of positions and position descriptions for staff provided by any staffing vendor(s). The narrative must also include the Proposer's definition of the term <i>key people</i> , as it relates to Items B.12. and B.13. of RFP Attachment 6.2. | 4          | 20                | 80                 |
|   | C.5.      | Provide the Proposer's documented Disaster Recovery / Business Continuity Plan.   | 3          | 5                 | 15                 |
|   | C.6.      | Provide the Proposer's Customer Service / Complaint Resolution Plan. The Plan must describe how the Proposer will manage and respond to client inquiries and or complaints. The Plan must include a mechanism for:<br>1) Tracking numbers of inquiries / complaints<br>2) Providing resolution descriptions for inquiries / complaints as well as time frames for such<br>3) Establishing a monitoring process in order to assess effectiveness of Customer Service.  | 2          | 10                | 20                 |
|   | C.7.      | Provide a narrative describing the Proposer's understanding of, and plan for meeting, the Performance Standards set forth in Section A.7. of the <i>pro forma</i> contract.   | 2          | 15                | 30                 |

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|--|-----------|---|---|-------------------|---|
| Proposal Page #<br>(Proposer completes)  | Item Ref. | Section C— Technical Qualifications, Experience & Approach Items  | Item Score  | Evaluation Factor | Raw Weighted Score                                    |
|  | C.8.      | Provide a brief narrative describing the Proposer's plan for the training of its staff assigned to the project. The narrative should detail the Proposer's plan for training during the initial stages of the project as well as the strategy for ongoing training over the term of the Contract. | 3   | 5                 | 15  |
| <i>The RFP Coordinator will use this sum and the formula below to calculate the section score. All calculations will use and result in numbers rounded to two (2) places to the right of the decimal point.</i>                                  |           |   | <b>Total Raw Weighted Score:</b><br><i>(sum of Raw Weighted Scores above)</i> |                   | <del>350</del> 250 <sup>15-K</sup>                    |
| <b>Total Raw Weighted Score</b><br><hr/> <b>Maximum Possible Raw Weighted Score</b><br><i>(i.e., 5 x the sum of item weights above)</i>  |           |   | <b>X 400</b><br><i>(maximum possible score)</i>                               |                   | <b>= SCORE:</b><br><del>100</del> 250 <sup>15-K</sup> |
| <b>State Use – Evaluator Identification:</b><br><div style="text-align: center;">001</div>   |           |   |   |                   |   |
| <b>State Use – RFP Coordinator Signature, Printed Name &amp; Date:</b><br><div style="text-align: center;">          Linda Geary-Keel    2/13/13.       </div> |           |   |   |                   |   |

## RFP ATTACHMENT 6.2. — SECTION B

## TECHNICAL PROPOSAL &amp; EVALUATION GUIDE

**SECTION B: GENERAL QUALIFICATIONS & EXPERIENCE.** The Proposer must address all items detailed below and provide, in sequence, the information and documentation as required (referenced with the associated item references). The Proposer must also detail the proposal page number for each item in the appropriate space below. Proposal Evaluation Team members will independently evaluate and assign one score for all responses to Section B— General Qualifications & Experience Items.

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| <b>Proposal Page #<br/>(Proposer completes)</b> | <b>Item Ref.</b> | <b>Section B— General Qualifications &amp; Experience Items</b>   |
| <b>pg 10</b>                                    | <b>B.1.</b>      | Detail the name, e-mail address, mailing address, telephone number, and facsimile number of the person the State should contact regarding the proposal.   |
| <b>pg 10</b>                                    | <b>B.2.</b>      | Describe the Proposer's form of business ( <i>i.e.</i> , individual, sole proprietor, corporation, non-profit corporation, partnership, limited liability company) and business location (physical location or domicile).   |
| <b>pg 10</b>                                    | <b>B.3.</b>      | Detail the number of years the Proposer has been in business.   |
| <b>pg 10</b>                                    | <b>B.4.</b>      | Briefly describe how long the Proposer has been performing the services required by this RFP.   |
| <b>pg 10</b>                                    | <b>B.5.</b>      | Describe the Proposer's number of employees, client base, and location of offices.  |
| <b>pg 11</b>                                    | <b>B.6.</b>      | Provide a statement of whether there have been any mergers, acquisitions, or sales of the Proposer within the last ten years. If so, include an explanation providing relevant details.   |
| <b>pg 11</b>                                    | <b>B.7.</b>      | Provide a statement of whether the Proposer or, to the Proposer's knowledge, any of the Proposer's employees, agents, independent contractors, or subcontractors, proposed to provide work on a contract pursuant to this RFP, have been convicted of, pled guilty to, or pled <i>nolo contendere</i> to any felony. If so, include an explanation providing relevant details.  |
| <b>pg 11</b>                                    | <b>B.8.</b>      | Provide a statement of whether, in the last ten years, the Proposer has filed (or had filed against it) any bankruptcy or insolvency proceeding, whether voluntary or involuntary, or undergone the appointment of a receiver, trustee, or assignee for the benefit of creditors. If so, include an explanation providing relevant details.   |
| <b>pg 11</b>                                    | <b>B.9.</b>      | <p>Provide a statement of whether there is any material, pending litigation against the Proposer that the Proposer should reasonably believe could adversely affect its ability to meet contract requirements pursuant to this RFP or is likely to have a material adverse effect on the Proposer's financial condition. If such exists, list each separately, explain the relevant details, and attach the opinion of counsel addressing whether and to what extent it would impair the Proposer's performance in a contract pursuant to this RFP.</p> <p>NOTE: All persons, agencies, firms, or other entities that provide legal opinions regarding the Proposer must be properly licensed to render such opinions. The State may require the Proposer to submit proof of such licensure detailing the state of licensure and licensure number for each person or entity that renders such opinions.</p> |
| <b>pgs 11-12</b>                                | <b>B.10.</b>     | <p>Provide a statement of whether there are any pending or in progress Securities Exchange Commission investigations involving the Proposer. If such exists, list each separately, explain the relevant details, and attach the opinion of counsel addressing whether and to what extent it will impair the Proposer's performance in a contract pursuant to this RFP.</p> <p>NOTE: All persons, agencies, firms, or other entities that provide legal opinions regarding the Proposer must be properly licensed to render such opinions. The State may require the Proposer to submit proof of such licensure detailing the state of licensure and licensure number for each person or</p>   |

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|   |                  | entity that renders such opinions.   |
| <b>pgs 12-13</b>                            | <b>B.11.</b>     | Provide a brief, descriptive statement detailing evidence of the Proposer's ability to deliver the services sought under this RFP (e.g., prior experience, training, certifications, resources, program and quality management systems, etc.).   |
| <b>pgs 13-14</b>                            | <b>B.12.</b>     | Provide a narrative description of the proposed project team, its members, and organizational structure along with an organizational chart identifying the key people who will be assigned to accomplish the work required by this RFP, illustrating the lines of authority, and designating the individual responsible for the completion of each service component and deliverable of the RFP.   |
| <b>pgs 15-24</b>                            | <b>B.13.</b>     | Provide a personnel roster listing the names of key people who the Proposer will assign to perform duties or services required by this RFP along with the estimated number of hours that each individual will devote to that performance. Follow the personnel roster with a resume for each of the people listed. The resumes must detail the individual's title, education, current position with the Proposer, and employment history.  |
| <b>pg 25</b>                                | <b>B.14.</b>     | <p>Provide a statement of whether the Proposer intends to use subcontractors to accomplish the work required by this RFP, and if so, detail:</p> <ul style="list-style-type: none"> <li>(a) the names of the subcontractors along with the contact person, mailing address, telephone number, and e-mail address for each;</li> <li>(b) a description of the scope and portions of the work each subcontractor will perform; <u>and</u></li> <li>(c) a statement specifying that each proposed subcontractor has expressly assented to being proposed as a subcontractor in the Proposer's response to this RFP.</li> </ul>  |
| <b>pgs 25-31</b>                            | <b>B.15.</b>     | <p>Provide documentation of the Proposer's commitment to diversity as represented by its business strategy, business relationships, and workforce— this documentation should detail <u>all</u> of the following:</p> <ul style="list-style-type: none"> <li>(a) a description of the Proposer's existing programs and procedures designed to encourage and foster commerce with business enterprises owned by minorities, women, persons with a handicap or disability and small business enterprises;</li> <li>(b) a listing of the Proposer's current contracts with business enterprises owned by minorities, women, persons with a handicap or disability and small business enterprises, including the following information: <ul style="list-style-type: none"> <li>(i) contract description and total value</li> <li>(ii) contractor name and ownership characteristics (i.e., ethnicity, sex, disability)</li> <li>(iii) contractor contact and telephone number;</li> </ul> </li> <li>(c) an estimate of the level of participation by business enterprises owned by minorities, women, persons with a handicap or disability and small business enterprises in a contract awarded to the Proposer pursuant to this RFP, including the following information: <ul style="list-style-type: none"> <li>(i) participation estimate (expressed as a percent of the total contract value that will be dedicated to business with subcontractors and supply contractors having such ownership characteristics — <b>PERCENTAGES ONLY — DO NOT INCLUDE DOLLAR AMOUNTS</b>)</li> <li>(ii) descriptions of anticipated contracts</li> <li>(iii) names and ownership characteristics (i.e., ethnicity, sex, disability) of anticipated subcontractors and supply contractors anticipated; and</li> </ul> </li> <li>(d) the percent of the Proposer's total current employees by ethnicity, sex, and handicap or disability.</li> </ul> <p>NOTE: Proposers that demonstrate a commitment to diversity will advance State efforts to expand opportunity to do business with the State as contractors and sub-contractors. Proposal evaluations will recognize the positive qualifications and experience of a Proposer that does business with enterprises</p> |



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|   |                  | owned by minorities, women, persons with a handicap or disability and small business enterprises and that offers a diverse workforce to meet service needs.  |
| <b>pg 31</b>                                    | <b>B.16.</b>     | <p>Provide a statement of whether or not the Proposer has any current contracts with the State of Tennessee or has completed any contracts with the State of Tennessee within the previous 5-year period. If so, provide the following information for all of the current and completed contracts:</p> <ul style="list-style-type: none"> <li>(a) the name, title, telephone number and e-mail address of the State contact knowledgeable about the contract;</li> <li>(b) the procuring State agency name;</li> <li>(c) a brief description of the contract's scope of services;</li> <li>(d) the contract term; and</li> <li>(e) the contract number.</li> </ul> <p>NOTES:</p> <ul style="list-style-type: none"> <li>▪ Current or prior contracts with the State are <u>not</u> a prerequisite and are <u>not</u> required for the maximum evaluation score, and the existence of such contracts with the State will <u>not</u> automatically result in the addition or deduction of evaluation points.</li> <li>▪ Each evaluator will generally consider the results of inquiries by the State regarding all contracts noted.</li> </ul>   |
| <b>pgs 31-32</b>                                | <b>B.17.</b>     | <p>Provide customer references from individuals (who are <u>not</u> current or former officials or staff of the State of Tennessee) for projects similar to the services sought under this RFP and which represent:</p> <ul style="list-style-type: none"> <li>▪ two (2) of the larger accounts currently serviced by the Proposer, <u>and</u></li> <li>▪ three (3) completed projects.</li> </ul> <p>All references must be provided in the form of standard reference questionnaires that have been fully completed by the individual providing the reference as required. The standard reference questionnaire, which <u>must</u> be used and completed as required, is detailed at RFP Attachment 6.4. References that are not completed as required will be considered non-responsive and will not be considered.</p> <p>The Proposer will be <u>solely</u> responsible for obtaining the fully completed reference questionnaires, and for including them within the Proposer's sealed Technical Proposal. In order to obtain and submit the completed reference questionnaires, as required, follow the process detailed below.</p> <ul style="list-style-type: none"> <li>(a) "Customize" the standard reference questionnaire at RFP Attachment 6.4. by adding the subject Proposer's name, and make <u>exact duplicates</u> for completion by references.</li> <li>(b) Send the customized reference questionnaires to each individual chosen to provide a reference along with a new standard #10 envelope.</li> <li>(c) Instruct the person that will provide a reference for the Proposer to: <ul style="list-style-type: none"> <li>(i) complete the reference questionnaire (on the form provided or prepared, completed, and printed using an exact duplicate of the document);</li> <li>(ii) sign <u>and</u> date the completed, reference questionnaire;</li> <li>(iii) seal the completed, signed, and dated, reference questionnaire within the envelope provided;</li> <li>(iv) sign his or her name in ink across the sealed portion of the envelope; and</li> <li>(v) return the sealed envelope containing the completed reference questionnaire directly to the Proposer (the Proposer may wish to give each reference a deadline, such that the Proposer will be able to collect all required references in time to include them within the sealed Technical Proposal).</li> </ul> </li> <li>(d) <u>Do NOT open the sealed references upon receipt.</u></li> <li>(e) Enclose all <u>sealed</u> reference envelopes within a larger, labeled envelope for inclusion in the</li> </ul> |

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| <b>PROPOSER LEGAL ENTITY NAME:</b>   |                      | <b>Casto Information Management Systems</b>   |            |
| <b>Proposal<br/>Page #<br/>(Proposer<br/>completes)</b>  | <b>Item<br/>Ref.</b> | <b>Section B— General Qualifications &amp; Experience Items</b>   |            |
|  |                      | <p>Technical Proposal as required.</p> <p>NOTES:</p> <ul style="list-style-type: none"> <li>▪ The State will not accept late references or references submitted by any means other than that which is described above, and each reference questionnaire submitted must be completed as required.</li> <li>▪ The State will not review more than the number of required references indicated above.</li> <li>▪ While the State will base its reference check on the contents of the sealed reference envelopes included in the Technical Proposal package, the State reserves the right to confirm and clarify information detailed in the completed reference questionnaires, and may consider clarification responses in the evaluation of references.</li> <li>▪ The State is under <u>no</u> obligation to clarify any reference information.</li> </ul> |            |
| <p><b>SCORE (for <u>all</u> Section B—Qualifications &amp; Experience Items above):</b><br/>(maximum possible score = 300)</p> |                      |   | <p>245</p> |
| <p>State Use – Evaluator Identification:</p> <p>002</p>  |                      |   |            |

## RFP ATTACHMENT 6.2. — SECTION C

## TECHNICAL PROPOSAL &amp; EVALUATION GUIDE

**SECTION C: TECHNICAL QUALIFICATIONS, EXPERIENCE & APPROACH.** The Proposer must address all items (below) and provide, in sequence, the information and documentation as required (referenced with the associated item references). The Proposer must also detail the proposal page number for each item in the appropriate space below.

A Proposal Evaluation Team, made up of three or more State employees, will independently evaluate and score the proposal's response to each item. Each evaluator will use the following whole number, raw point scale for scoring each item:

0 = little value      1 = poor      2 = fair      3 = satisfactory      4 = good      5 = excellent

The RFP Coordinator will multiply the Item Score by the associated Evaluation Factor (indicating the relative emphasis of the item in the overall evaluation). The resulting product will be the item's raw, weighted score for purposes of calculating the section score as indicated.

| PROPOSER LEGAL ENTITY NAME:             |           | Casto Information Management Systems  |            |                   |                    |
|---|-----------|---|------------|-------------------|--------------------|
| Proposal Page #<br>(Proposer completes) | Item Ref. | Section C— Technical Qualifications, Experience & Approach Items  | Item Score | Evaluation Factor | Raw Weighted Score |
| pgs 33-34                               | C.1.      | Provide a narrative that illustrates the Proposer's understanding of the State's requirements and project schedule.   | 3          | 10                | 30                 |
| pg 35                                   | C.2.      | Provide a narrative that illustrates how the Proposer will complete the scope of services, accomplish required objectives, and meet the State's project schedule.   | 4          | 10                | 40                 |
| pgs 36-37                               | C.3.      | Provide a draft Implementation Plan to include:<br>1) The activities required for implementation<br>2) The schedule for implementation<br>3) Roles and responsibilities for implementation<br>4) Potential risks and mitigation strategies<br>5) A description of the mechanisms for reporting status to the State, and coordinating and resolving issues related to the implementation.  | 3          | 5                 | 15                 |
| pgs 38-40                               | C.4.      | A narrative describing the Proposer's staffing plan for the provision of services under this procurement. This narrative must include the number of positions and position descriptions for staff that are direct employees of the Proposer, as well as the number of positions and position descriptions for staff provided by any staffing vendor(s). The narrative must also include the Proposer's definition of the term <i>key people</i> , as it relates to Items B.12. and B.13. of RFP Attachment 6.2. | 4          | 20                | 80                 |
| pgs 41-53                               | C.5.      | Provide the Proposer's documented Disaster Recovery / Business Continuity Plan.   | 4          | 5                 | 20                 |
| pg 54                                   | C.6.      | Provide the Proposer's Customer Service / Complaint Resolution Plan. The Plan must describe how the Proposer will manage and respond to client inquiries and or complaints. The Plan must include a mechanism for:<br>1) Tracking numbers of inquiries / complaints<br>2) Providing resolution descriptions for inquiries / complaints as well as time frames for such<br>3) Establishing a monitoring process in order to assess effectiveness of Customer Service.  | 4          | 10                | 40                 |
| pgs 55-58                               | C.7.      | Provide a narrative describing the Proposer's understanding of, and plan for meeting, the Performance Standards set forth in Section A.7. of the <i>pro forma</i> contract.   | 4          | 15                | 60                 |

| <b>PROPOSER LEGAL ENTITY NAME:</b>   |                  | <b>Casto Information Management Systems</b>   |                   |                          |   |
|--|------------------|---|-------------------|--------------------------|---|
| <b>Proposal Page #<br/>(Proposer completes)</b>  | <b>Item Ref.</b> | <b>Section C— Technical Qualifications,<br/>Experience &amp; Approach Items</b>   | <b>Item Score</b> | <b>Evaluation Factor</b> | <b>Raw Weighted Score</b>   |
| <b>pg 58</b>   | <b>C.8.</b>      | Provide a brief narrative describing the Proposer's plan for the training of its staff assigned to the project. The narrative should detail the Proposer's plan for training during the initial stages of the project as well as the strategy for ongoing training over the term of the Contract. | 4                 | 5                        | 20  |
| <i>The RFP Coordinator will use this sum and the formula below to calculate the section score. All calculations will use and result in numbers rounded to two (2) places to the right of the decimal point.</i>  |                  |   |                   |                          | <b>Total Raw Weighted Score:</b><br><i>(sum of Raw Weighted Scores above)</i> |
| <b>Total Raw Weighted Score</b><br><hr/> <b>Maximum Possible Raw Weighted Score</b><br><i>(i.e., 5 x the sum of item weights above)</i>  |                  |   |                   |                          | <b>= SCORE:</b><br><b>305</b>   |
| <b>State Use – Evaluator Identification:</b><br><div style="text-align: center; font-size: 1.5em;">002</div>   |                  |   |                   |                          |   |
| <b>State Use – RFP Coordinator Signature, Printed Name &amp; Date:</b><br><div style="font-family: cursive; font-size: 1.2em;">Linda Geary-Keel</div> <div style="font-family: cursive; font-size: 1.2em;">Linda Geary-Keel</div> <div style="font-family: cursive; font-size: 1.2em;">2/13/13</div> |                  |   |                   |                          |   |

## RFP ATTACHMENT 6.2. — SECTION B

## TECHNICAL PROPOSAL &amp; EVALUATION GUIDE

**SECTION B: GENERAL QUALIFICATIONS & EXPERIENCE.** The Proposer must address all items detailed below and provide, in sequence, the information and documentation as required (referenced with the associated item references). The Proposer must also detail the proposal page number for each item in the appropriate space below. Proposal Evaluation Team members will independently evaluate and assign one score for all responses to Section B— General Qualifications & Experience Items.

|   |                  |  |
|---|------------------|--|
| <b>PROPOSER LEGAL ENTITY NAME:</b>              |                  | <b>Casto Information Management Systems</b>  |
| <b>Proposal Page #<br/>(Proposer completes)</b> | <b>Item Ref.</b> | <b>Section B— General Qualifications &amp; Experience Items</b>  |
| <b>pg 10</b>                                    | <b>B.1.</b>      | Detail the name, e-mail address, mailing address, telephone number, and facsimile number of the person the State should contact regarding the proposal.  |
| <b>pg 10</b>                                    | <b>B.2.</b>      | Describe the Proposer's form of business ( <i>i.e.</i> , individual, sole proprietor, corporation, non-profit corporation, partnership, limited liability company) and business location (physical location or domicile).  |
| <b>pg 10</b>                                    | <b>B.3.</b>      | Detail the number of years the Proposer has been in business.  |
| <b>pg 10</b>                                    | <b>B.4.</b>      | Briefly describe how long the Proposer has been performing the services required by this RFP.  |
| <b>pg 10</b>                                    | <b>B.5.</b>      | Describe the Proposer's number of employees, client base, and location of offices.   |
| <b>pg 11</b>                                    | <b>B.6.</b>      | Provide a statement of whether there have been any mergers, acquisitions, or sales of the Proposer within the last ten years. If so, include an explanation providing relevant details.  |
| <b>pg 11</b>                                    | <b>B.7.</b>      | Provide a statement of whether the Proposer or, to the Proposer's knowledge, any of the Proposer's employees, agents, independent contractors, or subcontractors, proposed to provide work on a contract pursuant to this RFP, have been convicted of, pled guilty to, or pled <i>nolo contendere</i> to any felony. If so, include an explanation providing relevant details.   |
| <b>pg 11</b>                                    | <b>B.8.</b>      | Provide a statement of whether, in the last ten years, the Proposer has filed (or had filed against it) any bankruptcy or insolvency proceeding, whether voluntary or involuntary, or undergone the appointment of a receiver, trustee, or assignee for the benefit of creditors. If so, include an explanation providing relevant details.  |
| <b>pg 11</b>                                    | <b>B.9.</b>      | Provide a statement of whether there is any material, pending litigation against the Proposer that the Proposer should reasonably believe could adversely affect its ability to meet contract requirements pursuant to this RFP or is likely to have a material adverse effect on the Proposer's financial condition. If such exists, list each separately, explain the relevant details, and attach the opinion of counsel addressing whether and to what extent it would impair the Proposer's performance in a contract pursuant to this RFP.<br><br>NOTE: All persons, agencies, firms, or other entities that provide legal opinions regarding the Proposer must be properly licensed to render such opinions. The State may require the Proposer to submit proof of such licensure detailing the state of licensure and licensure number for each person or entity that renders such opinions. |
| <b>pgs 11-12</b>                                | <b>B.10.</b>     | Provide a statement of whether there are any pending or in progress Securities Exchange Commission investigations involving the Proposer. If such exists, list each separately, explain the relevant details, and attach the opinion of counsel addressing whether and to what extent it will impair the Proposer's performance in a contract pursuant to this RFP.<br><br>NOTE: All persons, agencies, firms, or other entities that provide legal opinions regarding the Proposer must be properly licensed to render such opinions. The State may require the Proposer to submit proof of such licensure detailing the state of licensure and licensure number for each person or   |

| PROPOSER LEGAL ENTITY NAME:             |           | Casto Information Management Systems  |
|---|-----------|---|
| Proposal Page #<br>(Proposer completes) | Item Ref. | Section B— General Qualifications & Experience Items  |
|   |           | entity that renders such opinions.  |
| pgs 12-13                               | B.11.     | Provide a brief, descriptive statement detailing evidence of the Proposer's ability to deliver the services sought under this RFP (e.g., prior experience, training, certifications, resources, program and quality management systems, etc.).  |
| pgs 13-14                               | B.12.     | Provide a narrative description of the proposed project team, its members, and organizational structure along with an organizational chart identifying the key people who will be assigned to accomplish the work required by this RFP, illustrating the lines of authority, and designating the individual responsible for the completion of each service component and deliverable of the RFP.  |
| pgs 15-24                               | B.13.     | Provide a personnel roster listing the names of key people who the Proposer will assign to perform duties or services required by this RFP along with the estimated number of hours that each individual will devote to that performance. Follow the personnel roster with a resume for each of the people listed. The resumes must detail the individual's title, education, current position with the Proposer, and employment history.   |
| pg 25                                   | B.14.     | Provide a statement of whether the Proposer intends to use subcontractors to accomplish the work required by this RFP, and if so, detail: <ul style="list-style-type: none"> <li>(a) the names of the subcontractors along with the contact person, mailing address, telephone number, and e-mail address for each;</li> <li>(b) a description of the scope and portions of the work each subcontractor will perform; <u>and</u></li> <li>(c) a statement specifying that each proposed subcontractor has expressly assented to being proposed as a subcontractor in the Proposer's response to this RFP.</li> </ul>  |
| pgs 25-31                               | B.15.     | Provide documentation of the Proposer's commitment to diversity as represented by its business strategy, business relationships, and workforce— this documentation should detail <u>all</u> of the following: <ul style="list-style-type: none"> <li>(a) a description of the Proposer's existing programs and procedures designed to encourage and foster commerce with business enterprises owned by minorities, women, persons with a handicap or disability and small business enterprises;</li> <li>(b) a listing of the Proposer's current contracts with business enterprises owned by minorities, women, persons with a handicap or disability and small business enterprises, including the following information:               <ul style="list-style-type: none"> <li>(i) contract description and total value</li> <li>(ii) contractor name and ownership characteristics (i.e., ethnicity, sex, disability)</li> <li>(iii) contractor contact and telephone number;</li> </ul> </li> <li>(c) an estimate of the level of participation by business enterprises owned by minorities, women, persons with a handicap or disability and small business enterprises in a contract awarded to the Proposer pursuant to this RFP, including the following information:               <ul style="list-style-type: none"> <li>(i) participation estimate (expressed as a percent of the total contract value that will be dedicated to business with subcontractors and supply contractors having such ownership characteristics — <b>PERCENTAGES ONLY — DO NOT INCLUDE DOLLAR AMOUNTS</b>)</li> <li>(ii) descriptions of anticipated contracts</li> <li>(iii) names and ownership characteristics (i.e., ethnicity, sex, disability) of anticipated subcontractors and supply contractors anticipated; and</li> </ul> </li> <li>(d) the percent of the Proposer's total current employees by ethnicity, sex, and handicap or disability.</li> </ul> <p>NOTE: Proposers that demonstrate a commitment to diversity will advance State efforts to expand opportunity to do business with the State as contractors and sub-contractors. Proposal evaluations will recognize the positive qualifications and experience of a Proposer that does business with enterprises</p> |

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|---|------------------|---|
| <b>PROPOSER LEGAL ENTITY NAME:</b>              |                  | <b>Casto Information Management Systems</b>   |
| <b>Proposal Page #<br/>(Proposer completes)</b> | <b>Item Ref.</b> | <b>Section B— General Qualifications &amp; Experience Items</b>   |
|   |                  | owned by minorities, women, persons with a handicap or disability and small business enterprises and that offers a diverse workforce to meet service needs.   |
| <b>pg 31</b>                                    | <b>B.16.</b>     | <p>Provide a statement of whether or not the Proposer has any current contracts with the State of Tennessee or has completed any contracts with the State of Tennessee within the previous 5-year period. If so, provide the following information for all of the current and completed contracts:</p> <ul style="list-style-type: none"> <li>(a) the name, title, telephone number and e-mail address of the State contact knowledgeable about the contract;</li> <li>(b) the procuring State agency name;</li> <li>(c) a brief description of the contract's scope of services;</li> <li>(d) the contract term; and</li> <li>(e) the contract number.</li> </ul> <p>NOTES:</p> <ul style="list-style-type: none"> <li>▪ Current or prior contracts with the State are <u>not</u> a prerequisite and are <u>not</u> required for the maximum evaluation score, and the existence of such contracts with the State will <u>not</u> automatically result in the addition or deduction of evaluation points.</li> <li>▪ Each evaluator will generally consider the results of inquiries by the State regarding all contracts noted.</li> </ul>  |
| <b>pgs 31-32</b>                                | <b>B.17.</b>     | <p>Provide customer references from individuals (who are <u>not</u> current or former officials or staff of the State of Tennessee) for projects similar to the services sought under this RFP and which represent:</p> <ul style="list-style-type: none"> <li>▪ two (2) of the larger accounts currently serviced by the Proposer, <u>and</u></li> <li>▪ three (3) completed projects.</li> </ul> <p>All references must be provided in the form of standard reference questionnaires that have been fully completed by the individual providing the reference as required. The standard reference questionnaire, which <u>must</u> be used and completed as required, is detailed at RFP Attachment 6.4. References that are not completed as required will be considered non-responsive and will not be considered.</p> <p>The Proposer will be <u>solely</u> responsible for obtaining the fully completed reference questionnaires, and for including them within the Proposer's sealed Technical Proposal. In order to obtain and submit the completed reference questionnaires, as required, follow the process detailed below.</p> <ul style="list-style-type: none"> <li>(a) "Customize" the standard reference questionnaire at RFP Attachment 6.4. by adding the subject Proposer's name, and make exact duplicates for completion by references.</li> <li>(b) Send the customized reference questionnaires to each individual chosen to provide a reference along with a new standard #10 envelope.</li> <li>(c) Instruct the person that will provide a reference for the Proposer to:             <ul style="list-style-type: none"> <li>(i) complete the reference questionnaire (on the form provided or prepared, completed, and printed using an exact duplicate of the document);</li> <li>(ii) sign <u>and</u> date the completed, reference questionnaire;</li> <li>(iii) seal the completed, signed, and dated, reference questionnaire within the envelope provided;</li> <li>(iv) sign his or her name in ink across the sealed portion of the envelope; and</li> <li>(v) return the sealed envelope containing the completed reference questionnaire directly to the Proposer (the Proposer may wish to give each reference a deadline, such that the Proposer will be able to collect all required references in time to include them within the sealed Technical Proposal).</li> </ul> </li> <li>(d) <u>Do NOT open the sealed references upon receipt.</u></li> <li>(e) Enclose all <u>sealed</u> reference envelopes within a larger, labeled envelope for inclusion in the</li> </ul> |

|  |                      |   |
|--|----------------------|---|
| <b>PROPOSER LEGAL ENTITY NAME:</b>   |                      | <b>Casto Information Management Systems</b>   |
| <b>Proposal<br/>Page #<br/>(Proposer<br/>completes)</b>  | <b>Item<br/>Ref.</b> | <b>Section B— General Qualifications &amp; Experience Items</b>   |
|  |                      | <p>Technical Proposal as required.</p> <p>NOTES:</p> <ul style="list-style-type: none"> <li>▪ The State will not accept late references or references submitted by any means other than that which is described above, and each reference questionnaire submitted must be completed as required.</li> <li>▪ The State will not review more than the number of required references indicated above.</li> <li>▪ While the State will base its reference check on the contents of the sealed reference envelopes included in the Technical Proposal package, the State reserves the right to confirm and clarify information detailed in the completed reference questionnaires, and may consider clarification responses in the evaluation of references.</li> <li>▪ The State is under <u>no</u> obligation to clarify any reference information.</li> </ul> |
| <p><b>SCORE (for <u>all</u> Section B—Qualifications &amp; Experience Items above):</b><br/>(maximum possible score = 300)</p> |                      | <b>250</b>  |
| <p>State Use – Evaluator Identification:</p> <p><b>003</b>                      <b>2/12/13</b></p>                             |                      |   |



## RFP ATTACHMENT 6.2. — SECTION C

## TECHNICAL PROPOSAL &amp; EVALUATION GUIDE

**SECTION C: TECHNICAL QUALIFICATIONS, EXPERIENCE & APPROACH.** The Proposer must address all items (below) and provide, in sequence, the information and documentation as required (referenced with the associated item references). The Proposer must also detail the proposal page number for each item in the appropriate space below.

A Proposal Evaluation Team, made up of three or more State employees, will independently evaluate and score the proposal's response to each item. Each evaluator will use the following whole number, raw point scale for scoring each item:

0 = little value      1 = poor      2 = fair      3 = satisfactory      4 = good      5 = excellent

The RFP Coordinator will multiply the Item Score by the associated Evaluation Factor (indicating the relative emphasis of the item in the overall evaluation). The resulting product will be the item's raw, weighted score for purposes of calculating the section score as indicated.

| PROPOSER LEGAL ENTITY NAME:          |           | Casto Information Management Systems  |            |                   |                    |
|--------------------------------------|-----------|---|------------|-------------------|--------------------|
| Proposal Page # (Proposer completes) | Item Ref. | Section C— Technical Qualifications, Experience & Approach Items  | Item Score | Evaluation Factor | Raw Weighted Score |
| pgs 33-34                            | C.1.      | Provide a narrative that illustrates the Proposer's understanding of the State's requirements and project schedule.   | 4          | 10                | 40                 |
| pg 35                                | C.2.      | Provide a narrative that illustrates how the Proposer will complete the scope of services, accomplish required objectives, and meet the State's project schedule.   | 4          | 10                | 40                 |
| pgs 36-37                            | C.3.      | Provide a draft Implementation Plan to include:<br>1) The activities required for implementation<br>2) The schedule for implementation<br>3) Roles and responsibilities for implementation<br>4) Potential risks and mitigation strategies<br>5) A description of the mechanisms for reporting status to the State, and coordinating and resolving issues related to the implementation.  | 3          | 5                 | 15                 |
| pgs 38-40                            | C.4.      | A narrative describing the Proposer's staffing plan for the provision of services under this procurement. This narrative must include the number of positions and position descriptions for staff that are direct employees of the Proposer, as well as the number of positions and position descriptions for staff provided by any staffing vendor(s). The narrative must also include the Proposer's definition of the term <i>key people</i> , as it relates to Items B.12. and B.13. of RFP Attachment 6.2. | 5          | 20                | 100                |
| pgs 41-53                            | C.5.      | Provide the Proposer's documented Disaster Recovery / Business Continuity Plan.   | 4          | 5                 | 20                 |
| pg 54                                | C.6.      | Provide the Proposer's Customer Service / Complaint Resolution Plan. The Plan must describe how the Proposer will manage and respond to client inquiries and or complaints. The Plan must include a mechanism for:<br>1) Tracking numbers of inquiries / complaints<br>2) Providing resolution descriptions for inquiries / complaints as well as time frames for such<br>3) Establishing a monitoring process in order to assess effectiveness of Customer Service.  | 3          | 10                | 30                 |
| pgs 55-58                            | C.7.      | Provide a narrative describing the Proposer's understanding of, and plan for meeting, the Performance Standards set forth in Section A.7. of the <i>pro forma</i> contract.   | 4          | 15                | 60                 |

| <b>PROPOSER LEGAL ENTITY NAME:</b>  |                  | <b>Casto Information Management Systems</b>   |                   |                          |   |                                       |
|---|------------------|---|-------------------|--------------------------|---|---------------------------------------|
| <b>Proposal Page #<br/>(Proposer completes)</b>   | <b>Item Ref.</b> | <b>Section C— Technical Qualifications,<br/>Experience &amp; Approach Items</b>   | <b>Item Score</b> | <b>Evaluation Factor</b> | <b>Raw Weighted Score</b>   |                                       |
| pg 58   | C.8.             | Provide a brief narrative describing the Proposer's plan for the training of its staff assigned to the project. The narrative should detail the Proposer's plan for training during the initial stages of the project as well as the strategy for ongoing training over the term of the Contract. | 3                 | 5                        | 15  |                                       |
| <i>The RFP Coordinator will use this sum and the formula below to calculate the section score. All calculations will use and result in numbers rounded to two (2) places to the right of the decimal point.</i> |                  |   |                   |                          | <b>Total Raw Weighted Score:</b><br><i>(sum of Raw Weighted Scores above)</i> | 320                                   |
| <b>Total Raw Weighted Score</b><br><hr/> <b>Maximum Possible Raw Weighted Score</b><br><i>(i.e., 5 x the sum of item weights above)</i>   |                  |   |                   |                          | <b>X 400</b><br><i>(maximum possible score)</i>                               | <b>= SCORE:</b><br><del>320</del> 128 |
| <b>State Use – Evaluator Identification:</b><br><div style="display: flex; justify-content: space-around; font-size: 1.5em;"> <span>003</span> <span>2/12/13</span> </div>                                      |                  |   |                   |                          |   |                                       |
| <b>State Use – RFP Coordinator Signature, Printed Name &amp; Date:</b>  |                  |   |                   |                          |   |                                       |

## RFP ATTACHMENT 6.2. — SECTION B

## TECHNICAL PROPOSAL &amp; EVALUATION GUIDE

**SECTION B: GENERAL QUALIFICATIONS & EXPERIENCE.** The Proposer must address all items detailed below and provide, in sequence, the information and documentation as required (referenced with the associated item references). The Proposer must also detail the proposal page number for each item in the appropriate space below. Proposal Evaluation Team members will independently evaluate and assign one score for all responses to Section B— General Qualifications & Experience Items.

| <b>PROPOSER LEGAL ENTITY NAME:</b>              |                  | <b>Casto Information Management Systems</b>   |
|---|------------------|---|
| <b>Proposal Page #<br/>(Proposer completes)</b> | <b>Item Ref.</b> | <b>Section B— General Qualifications &amp; Experience Items</b>   |
| <b>pg 10</b>                                    | <b>B.1.</b>      | Detail the name, e-mail address, mailing address, telephone number, and facsimile number of the person the State should contact regarding the proposal.   |
| <b>pg 10</b>                                    | <b>B.2.</b>      | Describe the Proposer's form of business ( <i>i.e.</i> , individual, sole proprietor, corporation, non-profit corporation, partnership, limited liability company) and business location (physical location or domicile).   |
| <b>pg 10</b>                                    | <b>B.3.</b>      | Detail the number of years the Proposer has been in business.   |
| <b>pg 10</b>                                    | <b>B.4.</b>      | Briefly describe how long the Proposer has been performing the services required by this RFP.   |
| <b>pg 10</b>                                    | <b>B.5.</b>      | Describe the Proposer's number of employees, client base, and location of offices.  |
| <b>pg 11</b>                                    | <b>B.6.</b>      | Provide a statement of whether there have been any mergers, acquisitions, or sales of the Proposer within the last ten years. If so, include an explanation providing relevant details.   |
| <b>pg 11</b>                                    | <b>B.7.</b>      | Provide a statement of whether the Proposer or, to the Proposer's knowledge, any of the Proposer's employees, agents, independent contractors, or subcontractors, proposed to provide work on a contract pursuant to this RFP, have been convicted of, pled guilty to, or pled <i>nolo contendere</i> to any felony. If so, include an explanation providing relevant details.  |
| <b>pg 11</b>                                    | <b>B.8.</b>      | Provide a statement of whether, in the last ten years, the Proposer has filed (or had filed against it) any bankruptcy or insolvency proceeding, whether voluntary or involuntary, or undergone the appointment of a receiver, trustee, or assignee for the benefit of creditors. If so, include an explanation providing relevant details.   |
| <b>pg 11</b>                                    | <b>B.9.</b>      | <p>Provide a statement of whether there is any material, pending litigation against the Proposer that the Proposer should reasonably believe could adversely affect its ability to meet contract requirements pursuant to this RFP or is likely to have a material adverse effect on the Proposer's financial condition. If such exists, list each separately, explain the relevant details, and attach the opinion of counsel addressing whether and to what extent it would impair the Proposer's performance in a contract pursuant to this RFP.</p> <p>NOTE: All persons, agencies, firms, or other entities that provide legal opinions regarding the Proposer must be properly licensed to render such opinions. The State may require the Proposer to submit proof of such licensure detailing the state of licensure and licensure number for each person or entity that renders such opinions.</p> |
| <b>pgs 11-12</b>                                | <b>B.10.</b>     | <p>Provide a statement of whether there are any pending or in progress Securities Exchange Commission investigations involving the Proposer. If such exists, list each separately, explain the relevant details, and attach the opinion of counsel addressing whether and to what extent it will impair the Proposer's performance in a contract pursuant to this RFP.</p> <p>NOTE: All persons, agencies, firms, or other entities that provide legal opinions regarding the Proposer must be properly licensed to render such opinions. The State may require the Proposer to submit proof of such licensure detailing the state of licensure and licensure number for each person or</p>   |

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|---|------------------|--|
| <b>PROPOSER LEGAL ENTITY NAME:</b>              |                  | <b>Casto Information Management Systems</b>  |
| <b>Proposal Page #<br/>(Proposer completes)</b> | <b>Item Ref.</b> | <b>Section B— General Qualifications &amp; Experience Items</b>  |
|   |                  | entity that renders such opinions.   |
| <b>pgs 12-13</b>                                | <b>B.11.</b>     | Provide a brief, descriptive statement detailing evidence of the Proposer's ability to deliver the services sought under this RFP (e.g., prior experience, training, certifications, resources, program and quality management systems, etc.).   |
| <b>pgs 13-14</b>                                | <b>B.12.</b>     | Provide a narrative description of the proposed project team, its members, and organizational structure along with an organizational chart identifying the key people who will be assigned to accomplish the work required by this RFP, illustrating the lines of authority, and designating the individual responsible for the completion of each service component and deliverable of the RFP.   |
| <b>pgs 15-24</b>                                | <b>B.13.</b>     | Provide a personnel roster listing the names of key people who the Proposer will assign to perform duties or services required by this RFP along with the estimated number of hours that each individual will devote to that performance. Follow the personnel roster with a resume for each of the people listed. The resumes must detail the individual's title, education, current position with the Proposer, and employment history.  |
| <b>pg 25</b>                                    | <b>B.14.</b>     | <p>Provide a statement of whether the Proposer intends to use subcontractors to accomplish the work required by this RFP, and if so, detail:</p> <ul style="list-style-type: none"> <li>(a) the names of the subcontractors along with the contact person, mailing address, telephone number, and e-mail address for each;</li> <li>(b) a description of the scope and portions of the work each subcontractor will perform; <u>and</u></li> <li>(c) a statement specifying that each proposed subcontractor has expressly assented to being proposed as a subcontractor in the Proposer's response to this RFP.</li> </ul>  |
| <b>pgs 25-31</b>                                | <b>B.15.</b>     | <p>Provide documentation of the Proposer's commitment to diversity as represented by its business strategy, business relationships, and workforce— this documentation should detail <u>all</u> of the following:</p> <ul style="list-style-type: none"> <li>(a) a description of the Proposer's existing programs and procedures designed to encourage and foster commerce with business enterprises owned by minorities, women, persons with a handicap or disability and small business enterprises;</li> <li>(b) a listing of the Proposer's current contracts with business enterprises owned by minorities, women, persons with a handicap or disability and small business enterprises, including the following information: <ul style="list-style-type: none"> <li>(i) contract description and total value</li> <li>(ii) contractor name and ownership characteristics (i.e., ethnicity, sex, disability)</li> <li>(iii) contractor contact and telephone number;</li> </ul> </li> <li>(c) an estimate of the level of participation by business enterprises owned by minorities, women, persons with a handicap or disability and small business enterprises in a contract awarded to the Proposer pursuant to this RFP, including the following information: <ul style="list-style-type: none"> <li>(i) participation estimate (expressed as a percent of the total contract value that will be dedicated to business with subcontractors and supply contractors having such ownership characteristics — <b>PERCENTAGES ONLY — DO NOT INCLUDE DOLLAR AMOUNTS</b>)</li> <li>(ii) descriptions of anticipated contracts</li> <li>(iii) names and ownership characteristics (i.e., ethnicity, sex, disability) of anticipated subcontractors and supply contractors anticipated; and</li> </ul> </li> <li>(d) the percent of the Proposer's total current employees by ethnicity, sex, and handicap or disability.</li> </ul> <p>NOTE: Proposers that demonstrate a commitment to diversity will advance State efforts to expand opportunity to do business with the State as contractors and sub-contractors. Proposal evaluations will recognize the positive qualifications and experience of a Proposer that does business with enterprises</p> |

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| <b>PROPOSER LEGAL ENTITY NAME:</b>          |                  | <b>Casto Information Management Systems</b>   |
| <b>Proposal Page # (Proposer completes)</b> | <b>Item Ref.</b> | <b>Section B— General Qualifications &amp; Experience Items</b>   |
|   |                  | owned by minorities, women, persons with a handicap or disability and small business enterprises and that offers a diverse workforce to meet service needs.   |
| <b>pg 31</b>                                | <b>B.16.</b>     | <p>Provide a statement of whether or not the Proposer has any current contracts with the State of Tennessee or has completed any contracts with the State of Tennessee within the previous 5-year period. If so, provide the following information for all of the current and completed contracts:</p> <ul style="list-style-type: none"> <li>(a) the name, title, telephone number and e-mail address of the State contact knowledgeable about the contract;</li> <li>(b) the procuring State agency name;</li> <li>(c) a brief description of the contract's scope of services;</li> <li>(d) the contract term; and</li> <li>(e) the contract number.</li> </ul> <p>NOTES:</p> <ul style="list-style-type: none"> <li>▪ Current or prior contracts with the State are <u>not</u> a prerequisite and are <u>not</u> required for the maximum evaluation score, and the existence of such contracts with the State will <u>not</u> automatically result in the addition or deduction of evaluation points.</li> <li>▪ Each evaluator will generally consider the results of inquiries by the State regarding all contracts noted.</li> </ul>  |
| <b>pgs 31-32</b>                            | <b>B.17.</b>     | <p>Provide customer references from individuals (who are <u>not</u> current or former officials or staff of the State of Tennessee) for projects similar to the services sought under this RFP and which represent:</p> <ul style="list-style-type: none"> <li>▪ two (2) of the larger accounts currently serviced by the Proposer, <u>and</u></li> <li>▪ three (3) completed projects.</li> </ul> <p>All references must be provided in the form of standard reference questionnaires that have been fully completed by the individual providing the reference as required. The standard reference questionnaire, which <u>must</u> be used and completed as required, is detailed at RFP Attachment 6.4. References that are not completed as required will be considered non-responsive and will not be considered.</p> <p>The Proposer will be <u>solely</u> responsible for obtaining the fully completed reference questionnaires, and for including them within the Proposer's sealed Technical Proposal. In order to obtain and submit the completed reference questionnaires, as required, follow the process detailed below.</p> <ul style="list-style-type: none"> <li>(a) "Customize" the standard reference questionnaire at RFP Attachment 6.4. by adding the subject Proposer's name, and make exact duplicates for completion by references.</li> <li>(b) Send the customized reference questionnaires to each individual chosen to provide a reference along with a new standard #10 envelope.</li> <li>(c) Instruct the person that will provide a reference for the Proposer to: <ul style="list-style-type: none"> <li>(i) complete the reference questionnaire (on the form provided or prepared, completed, and printed using an exact duplicate of the document);</li> <li>(ii) sign <u>and</u> date the completed, reference questionnaire;</li> <li>(iii) seal the completed, signed, and dated, reference questionnaire within the envelope provided;</li> <li>(iv) sign his or her name in ink across the sealed portion of the envelope; and</li> <li>(v) return the sealed envelope containing the completed reference questionnaire directly to the Proposer (the Proposer may wish to give each reference a deadline, such that the Proposer will be able to collect all required references in time to include them within the sealed Technical Proposal).</li> </ul> </li> <li>(d) <u>Do NOT open the sealed references upon receipt.</u></li> <li>(e) Enclose all <u>sealed</u> reference envelopes within a larger, labeled envelope for inclusion in the</li> </ul> |

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| <b>PROPOSER LEGAL ENTITY NAME:</b>   |                      | <b>Casto Information Management Systems</b>  |
| <b>Proposal<br/>Page #<br/>(Proposer<br/>completes)</b>  | <b>Item<br/>Ref.</b> | <b>Section B— General Qualifications &amp; Experience Items</b>  |
|  |                      | <p>Technical Proposal as required.</p> <p><b>NOTES:</b></p> <ul style="list-style-type: none"> <li>▪ The State will not accept late references or references submitted by any means other than that which is described above, and each reference questionnaire submitted must be completed as required.</li> <li>▪ The State will not review more than the number of required references indicated above.</li> <li>▪ While the State will base its reference check on the contents of the sealed reference envelopes included in the Technical Proposal package, the State reserves the right to confirm and clarify information detailed in the completed reference questionnaires, and may consider clarification responses in the evaluation of references.</li> <li>▪ The State is under <u>no</u> obligation to clarify any reference information.</li> </ul> |
| <p><b>SCORE (for <u>all</u> Section B—Qualifications &amp; Experience Items above):</b><br/>(maximum possible score = 300)</p> |                      | <b>150</b>   |
| <p><i>State Use – Evaluator Identification:</i></p> <p><b>004</b></p>  |                      |  |

## RFP ATTACHMENT 6.2. — SECTION C

## TECHNICAL PROPOSAL &amp; EVALUATION GUIDE

**SECTION C: TECHNICAL QUALIFICATIONS, EXPERIENCE & APPROACH.** The Proposer must address all items (below) and provide, in sequence, the information and documentation as required (referenced with the associated item references). The Proposer must also detail the proposal page number for each item in the appropriate space below.

A Proposal Evaluation Team, made up of three or more State employees, will independently evaluate and score the proposal's response to each item. Each evaluator will use the following whole number, raw point scale for scoring each item:

0 = little value      1 = poor      2 = fair      3 = satisfactory      4 = good      5 = excellent

The RFP Coordinator will multiply the Item Score by the associated Evaluation Factor (indicating the relative emphasis of the item in the overall evaluation). The resulting product will be the item's raw, weighted score for purposes of calculating the section score as indicated.

| PROPOSER LEGAL ENTITY NAME:             |           | Casto Information Management Systems  |            |                   |                    |
|---|-----------|---|------------|-------------------|--------------------|
| Proposal Page #<br>(Proposer completes) | Item Ref. | Section C— Technical Qualifications, Experience & Approach Items  | Item Score | Evaluation Factor | Raw Weighted Score |
| pgs 33-34                               | C.1.      | Provide a narrative that illustrates the Proposer's understanding of the State's requirements and project schedule.   | 2          | 10                | 20                 |
| pg 35                                   | C.2.      | Provide a narrative that illustrates how the Proposer will complete the scope of services, accomplish required objectives, and meet the State's project schedule.   | 2          | 10                | 20                 |
| pgs 36-37                               | C.3.      | Provide a draft Implementation Plan to include:<br>1) The activities required for implementation<br>2) The schedule for implementation<br>3) Roles and responsibilities for implementation<br>4) Potential risks and mitigation strategies<br>5) A description of the mechanisms for reporting status to the State, and coordinating and resolving issues related to the implementation.  | 1          | 5                 | 5                  |
| pgs 38-40                               | C.4.      | A narrative describing the Proposer's staffing plan for the provision of services under this procurement. This narrative must include the number of positions and position descriptions for staff that are direct employees of the Proposer, as well as the number of positions and position descriptions for staff provided by any staffing vendor(s). The narrative must also include the Proposer's definition of the term <i>key people</i> , as it relates to Items B.12. and B.13. of RFP Attachment 6.2. | 2          | 20                | 40                 |
| pgs 41-53                               | C.5.      | Provide the Proposer's documented Disaster Recovery / Business Continuity Plan.   | 4          | 5                 | 20                 |
| pg 54                                   | C.6.      | Provide the Proposer's Customer Service / Complaint Resolution Plan. The Plan must describe how the Proposer will manage and respond to client inquiries and or complaints. The Plan must include a mechanism for:<br>1) Tracking numbers of inquiries / complaints<br>2) Providing resolution descriptions for inquiries / complaints as well as time frames for such<br>3) Establishing a monitoring process in order to assess effectiveness of Customer Service.  | 2          | 10                | 20                 |
| pgs 55-58                               | C.7.      | Provide a narrative describing the Proposer's understanding of, and plan for meeting, the Performance Standards set forth in Section A.7. of the <i>pro forma</i> contract.   | 2          | 15                | 30                 |

| <b>PROPOSER LEGAL ENTITY NAME:</b>  |                  | <b>Casto Information Management Systems</b>   |                   |                          |   |
|---|------------------|---|-------------------|--------------------------|---|
| <b>Proposal Page #<br/>(Proposer completes)</b>   | <b>Item Ref.</b> | <b>Section C— Technical Qualifications,<br/>Experience &amp; Approach Items</b>   | <b>Item Score</b> | <b>Evaluation Factor</b> | <b>Raw Weighted Score</b>   |
| <b>pg 58</b>  | <b>C.8.</b>      | Provide a brief narrative describing the Proposer's plan for the training of its staff assigned to the project. The narrative should detail the Proposer's plan for training during the initial stages of the project as well as the strategy for ongoing training over the term of the Contract. | <b>2</b>          | <b>5</b>                 | <b>10</b>   |
| <i>The RFP Coordinator will use this sum and the formula below to calculate the section score. All calculations will use and result in numbers rounded to two (2) places to the right of the decimal point.</i> |                  |   |                   |                          | <b>Total Raw Weighted Score:</b><br><i>(sum of Raw Weighted Scores above)</i> |
| <b>Total Raw Weighted Score</b><br><b>Maximum Possible Raw Weighted Score</b><br><i>(i.e., 5 x the sum of item weights above)</i>   |                  |   |                   |                          | <b>X 400</b><br><i>(maximum possible score)</i>                               |
|   |                  |   |                   |                          | <b>= SCORE:</b>   |
| <b>State Use – Evaluator Identification:</b>  |                  |   |                   |                          |   |
| <b>004</b>  |                  |   |                   |                          |   |
| <b>State Use – RFP Coordinator Signature, Printed Name &amp; Date:</b>  |                  |   |                   |                          |   |
| <b>Linda Geary-Keel Linda Geary-Keel 2/13/13</b>  |                  |   |                   |                          |   |



## RFP ATTACHMENT 6.2. — SECTION B

## TECHNICAL PROPOSAL &amp; EVALUATION GUIDE

**SECTION B: GENERAL QUALIFICATIONS & EXPERIENCE.** The Proposer must address all items detailed below and provide, in sequence, the information and documentation as required (referenced with the associated item references). The Proposer must also detail the proposal page number for each item in the appropriate space below. Proposal Evaluation Team members will independently evaluate and assign one score for all responses to Section B— General Qualifications & Experience Items.

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| <b>PROPOSER LEGAL ENTITY NAME:</b>              |                  | <b>Casto Information Management Systems</b>   |
| <b>Proposal Page #<br/>(Proposer completes)</b> | <b>Item Ref.</b> | <b>Section B— General Qualifications &amp; Experience Items</b>   |
| <b>pg 10</b>                                    | <b>B.1.</b>      | Detail the name, e-mail address, mailing address, telephone number, and facsimile number of the person the State should contact regarding the proposal.   |
| <b>pg 10</b>                                    | <b>B.2.</b>      | Describe the Proposer's form of business ( <i>i.e.</i> , individual, sole proprietor, corporation, non-profit corporation, partnership, limited liability company) and business location (physical location or domicile).   |
| <b>pg 10</b>                                    | <b>B.3.</b>      | Detail the number of years the Proposer has been in business.   |
| <b>pg 10</b>                                    | <b>B.4.</b>      | Briefly describe how long the Proposer has been performing the services required by this RFP.   |
| <b>pg 10</b>                                    | <b>B.5.</b>      | Describe the Proposer's number of employees, client base, and location of offices.  |
| <b>pg 11</b>                                    | <b>B.6.</b>      | Provide a statement of whether there have been any mergers, acquisitions, or sales of the Proposer within the last ten years. If so, include an explanation providing relevant details.   |
| <b>pg 11</b>                                    | <b>B.7.</b>      | Provide a statement of whether the Proposer or, to the Proposer's knowledge, any of the Proposer's employees, agents, independent contractors, or subcontractors, proposed to provide work on a contract pursuant to this RFP, have been convicted of, pled guilty to, or pled <i>nolo contendere</i> to any felony. If so, include an explanation providing relevant details.  |
| <b>pg 11</b>                                    | <b>B.8.</b>      | Provide a statement of whether, in the last ten years, the Proposer has filed (or had filed against it) any bankruptcy or insolvency proceeding, whether voluntary or involuntary, or undergone the appointment of a receiver, trustee, or assignee for the benefit of creditors. If so, include an explanation providing relevant details.   |
| <b>pg 11</b>                                    | <b>B.9.</b>      | <p>Provide a statement of whether there is any material, pending litigation against the Proposer that the Proposer should reasonably believe could adversely affect its ability to meet contract requirements pursuant to this RFP or is likely to have a material adverse effect on the Proposer's financial condition. If such exists, list each separately, explain the relevant details, and attach the opinion of counsel addressing whether and to what extent it would impair the Proposer's performance in a contract pursuant to this RFP.</p> <p>NOTE: All persons, agencies, firms, or other entities that provide legal opinions regarding the Proposer must be properly licensed to render such opinions. The State may require the Proposer to submit proof of such licensure detailing the state of licensure and licensure number for each person or entity that renders such opinions.</p> |
| <b>pgs 11-12</b>                                | <b>B.10.</b>     | <p>Provide a statement of whether there are any pending or in progress Securities Exchange Commission investigations involving the Proposer. If such exists, list each separately, explain the relevant details, and attach the opinion of counsel addressing whether and to what extent it will impair the Proposer's performance in a contract pursuant to this RFP.</p> <p>NOTE: All persons, agencies, firms, or other entities that provide legal opinions regarding the Proposer must be properly licensed to render such opinions. The State may require the Proposer to submit proof of such licensure detailing the state of licensure and licensure number for each person or</p>   |

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| <b>PROPOSER LEGAL ENTITY NAME:</b>              |                  | <b>Casto Information Management Systems</b>  |
| <b>Proposal Page #<br/>(Proposer completes)</b> | <b>Item Ref.</b> | <b>Section B— General Qualifications &amp; Experience Items</b>  |
|   |                  | entity that renders such opinions.   |
| <b>pgs 12-13</b>                                | <b>B.11.</b>     | Provide a brief, descriptive statement detailing evidence of the Proposer's ability to deliver the services sought under this RFP (e.g., prior experience, training, certifications, resources, program and quality management systems, etc.).   |
| <b>pgs 13-14</b>                                | <b>B.12.</b>     | Provide a narrative description of the proposed project team, its members, and organizational structure along with an organizational chart identifying the key people who will be assigned to accomplish the work required by this RFP, illustrating the lines of authority, and designating the individual responsible for the completion of each service component and deliverable of the RFP.   |
| <b>pgs 15-24</b>                                | <b>B.13.</b>     | Provide a personnel roster listing the names of key people who the Proposer will assign to perform duties or services required by this RFP along with the estimated number of hours that each individual will devote to that performance. Follow the personnel roster with a resume for each of the people listed. The resumes must detail the individual's title, education, current position with the Proposer, and employment history.  |
| <b>pg 25</b>                                    | <b>B.14.</b>     | <p>Provide a statement of whether the Proposer intends to use subcontractors to accomplish the work required by this RFP, and if so, detail:</p> <p>(a) the names of the subcontractors along with the contact person, mailing address, telephone number, and e-mail address for each;</p> <p>(b) a description of the scope and portions of the work each subcontractor will perform; <u>and</u></p> <p>(c) a statement specifying that each proposed subcontractor has expressly assented to being proposed as a subcontractor in the Proposer's response to this RFP.</p>   |
| <b>pgs 25-31</b>                                | <b>B.15.</b>     | <p>Provide documentation of the Proposer's commitment to diversity as represented by its business strategy, business relationships, and workforce— this documentation should detail <u>all</u> of the following:</p> <p>(a) a description of the Proposer's existing programs and procedures designed to encourage and foster commerce with business enterprises owned by minorities, women, persons with a handicap or disability and small business enterprises;</p> <p>(b) a listing of the Proposer's current contracts with business enterprises owned by minorities, women, persons with a handicap or disability and small business enterprises, including the following information:</p> <p>(i) contract description and total value</p> <p>(ii) contractor name and ownership characteristics (i.e., ethnicity, sex, disability)</p> <p>(iii) contractor contact and telephone number;</p> <p>(c) an estimate of the level of participation by business enterprises owned by minorities, women, persons with a handicap or disability and small business enterprises in a contract awarded to the Proposer pursuant to this RFP, including the following information:</p> <p>(i) participation estimate (expressed as a percent of the total contract value that will be dedicated to business with subcontractors and supply contractors having such ownership characteristics — <b>PERCENTAGES ONLY — DO NOT INCLUDE DOLLAR AMOUNTS</b>)</p> <p>(ii) descriptions of anticipated contracts</p> <p>(iii) names and ownership characteristics (i.e., ethnicity, sex, disability) of anticipated subcontractors and supply contractors anticipated; and</p> <p>(d) the percent of the Proposer's total current employees by ethnicity, sex, and handicap or disability.</p> <p><b>NOTE:</b> Proposers that demonstrate a commitment to diversity will advance State efforts to expand opportunity to do business with the State as contractors and sub-contractors. Proposal evaluations will recognize the positive qualifications and experience of a Proposer that does business with enterprises</p> |

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| <b>PROPOSER LEGAL ENTITY NAME:</b>          |                  | <b>Casto Information Management Systems</b>   |
| <b>Proposal Page # (Proposer completes)</b> | <b>Item Ref.</b> | <b>Section B— General Qualifications &amp; Experience Items</b>   |
|   |                  | owned by minorities, women, persons with a handicap or disability and small business enterprises and that offers a diverse workforce to meet service needs.   |
| <b>pg 31</b>                                | <b>B.16.</b>     | <p>Provide a statement of whether or not the Proposer has any current contracts with the State of Tennessee or has completed any contracts with the State of Tennessee within the previous 5-year period. If so, provide the following information for all of the current and completed contracts:</p> <ul style="list-style-type: none"> <li>(a) the name, title, telephone number and e-mail address of the State contact knowledgeable about the contract;</li> <li>(b) the procuring State agency name;</li> <li>(c) a brief description of the contract's scope of services;</li> <li>(d) the contract term; and</li> <li>(e) the contract number.</li> </ul> <p>NOTES:</p> <ul style="list-style-type: none"> <li>▪ Current or prior contracts with the State are <u>not</u> a prerequisite and are <u>not</u> required for the maximum evaluation score, and the existence of such contracts with the State will <u>not</u> automatically result in the addition or deduction of evaluation points.</li> <li>▪ Each evaluator will generally consider the results of inquiries by the State regarding all contracts noted.</li> </ul>  |
| <b>pgs 31-32</b>                            | <b>B.17.</b>     | <p>Provide customer references from individuals (who are <u>not</u> current or former officials or staff of the State of Tennessee) for projects similar to the services sought under this RFP and which represent:</p> <ul style="list-style-type: none"> <li>▪ two (2) of the larger accounts currently serviced by the Proposer, <u>and</u></li> <li>▪ three (3) completed projects.</li> </ul> <p>All references must be provided in the form of standard reference questionnaires that have been fully completed by the individual providing the reference as required. The standard reference questionnaire, which <u>must</u> be used and completed as required, is detailed at RFP Attachment 6.4. References that are not completed as required will be considered non-responsive and will not be considered.</p> <p>The Proposer will be <u>solely</u> responsible for obtaining the fully completed reference questionnaires, and for including them within the Proposer's sealed Technical Proposal. In order to obtain and submit the completed reference questionnaires, as required, follow the process detailed below.</p> <ul style="list-style-type: none"> <li>(a) "Customize" the standard reference questionnaire at RFP Attachment 6.4. by adding the subject Proposer's name, and make exact duplicates for completion by references.</li> <li>(b) Send the customized reference questionnaires to each individual chosen to provide a reference along with a new standard #10 envelope.</li> <li>(c) Instruct the person that will provide a reference for the Proposer to:             <ul style="list-style-type: none"> <li>(i) complete the reference questionnaire (on the form provided or prepared, completed, and printed using an exact duplicate of the document);</li> <li>(ii) sign <u>and</u> date the completed, reference questionnaire;</li> <li>(iii) seal the completed, signed, and dated, reference questionnaire within the envelope provided;</li> <li>(iv) sign his or her name in ink across the sealed portion of the envelope; and</li> <li>(v) return the sealed envelope containing the completed reference questionnaire directly to the Proposer (the Proposer may wish to give each reference a deadline, such that the Proposer will be able to collect all required references in time to include them within the sealed Technical Proposal).</li> </ul> </li> <li>(d) <u>Do NOT open the sealed references upon receipt.</u></li> <li>(e) Enclose all <u>sealed</u> reference envelopes within a larger, labeled envelope for inclusion in the</li> </ul> |

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| <b>PROPOSER LEGAL ENTITY NAME:</b>   |                      | <b>Casto Information Management Systems</b>   |
| <b>Proposal<br/>Page #<br/>(Proposer<br/>completes)</b>  | <b>Item<br/>Ref.</b> | <b>Section B— General Qualifications &amp; Experience Items</b>   |
|  |                      | <p>Technical Proposal as required.</p> <p>NOTES:</p> <ul style="list-style-type: none"> <li>▪ The State will not accept late references or references submitted by any means other than that which is described above, and each reference questionnaire submitted must be completed as required.</li> <li>▪ The State will not review more than the number of required references indicated above.</li> <li>▪ While the State will base its reference check on the contents of the sealed reference envelopes included in the Technical Proposal package, the State reserves the right to confirm and clarify information detailed in the completed reference questionnaires, and may consider clarification responses in the evaluation of references.</li> <li>▪ The State is under <u>no</u> obligation to clarify any reference information.</li> </ul> |
| <p><b>SCORE (for <u>all</u> Section B—Qualifications &amp; Experience Items above):</b><br/>(maximum possible score = 300)</p> |                      | <b>163</b>  |
| <p>State Use – Evaluator Identification: <b>005</b></p>  |                      |   |

## RFP ATTACHMENT 6.2. — SECTION C

## TECHNICAL PROPOSAL &amp; EVALUATION GUIDE

**SECTION C: TECHNICAL QUALIFICATIONS, EXPERIENCE & APPROACH.** The Proposer must address all items (below) and provide, in sequence, the information and documentation as required (referenced with the associated item references). The Proposer must also detail the proposal page number for each item in the appropriate space below.

A Proposal Evaluation Team, made up of three or more State employees, will independently evaluate and score the proposal's response to each item. Each evaluator will use the following whole number, raw point scale for scoring each item:

0 = little value      1 = poor      2 = fair      3 = satisfactory      4 = good      5 = excellent

The RFP Coordinator will multiply the Item Score by the associated Evaluation Factor (indicating the relative emphasis of the item in the overall evaluation). The resulting product will be the item's raw, weighted score for purposes of calculating the section score as indicated.

| PROPOSER LEGAL ENTITY NAME:             |           | Casto Information Management Systems  |            |                   |                    |
|---|-----------|---|------------|-------------------|--------------------|
| Proposal Page #<br>(Proposer completes) | Item Ref. | Section C— Technical Qualifications, Experience & Approach Items  | Item Score | Evaluation Factor | Raw Weighted Score |
| pgs 33-34                               | C.1.      | Provide a narrative that illustrates the Proposer's understanding of the State's requirements and project schedule.   | 1          | 10                | 10                 |
| pg 35                                   | C.2.      | Provide a narrative that illustrates how the Proposer will complete the scope of services, accomplish required objectives, and meet the State's project schedule.   | 1          | 10                | 10                 |
| pgs 36-37                               | C.3.      | Provide a draft Implementation Plan to include:<br>1) The activities required for implementation<br>2) The schedule for implementation<br>3) Roles and responsibilities for implementation<br>4) Potential risks and mitigation strategies<br>5) A description of the mechanisms for reporting status to the State, and coordinating and resolving issues related to the implementation.  | 1          | 5                 | 5                  |
| pgs 38-40                               | C.4.      | A narrative describing the Proposer's staffing plan for the provision of services under this procurement. This narrative must include the number of positions and position descriptions for staff that are direct employees of the Proposer, as well as the number of positions and position descriptions for staff provided by any staffing vendor(s). The narrative must also include the Proposer's definition of the term <i>key people</i> , as it relates to Items B.12. and B.13. of RFP Attachment 6.2. | 2          | 20                | 40                 |
| pgs 41-53                               | C.5.      | Provide the Proposer's documented Disaster Recovery / Business Continuity Plan.   | 2          | 5                 | 10                 |
| pg 54                                   | C.6.      | Provide the Proposer's Customer Service / Complaint Resolution Plan. The Plan must describe how the Proposer will manage and respond to client inquiries and or complaints. The Plan must include a mechanism for:<br>1) Tracking numbers of inquiries / complaints<br>2) Providing resolution descriptions for inquiries / complaints as well as time frames for such<br>3) Establishing a monitoring process in order to assess effectiveness of Customer Service.  | 0          | 10                | 0                  |
| pgs 55-58                               | C.7.      | Provide a narrative describing the Proposer's understanding of, and plan for meeting, the Performance Standards set forth in Section A.7. of the <i>pro forma</i> contract.   | 0          | 15                | 0                  |

| <b>PROPOSER LEGAL ENTITY NAME:</b>  |                  | <b>Casto Information Management Systems</b>   |                   |                          |   |                              |
|---|------------------|---|-------------------|--------------------------|---|------------------------------|
| <b>Proposal Page #<br/>(Proposer completes)</b>   | <b>Item Ref.</b> | <b>Section C— Technical Qualifications,<br/>Experience &amp; Approach Items</b>   | <b>Item Score</b> | <b>Evaluation Factor</b> | <b>Raw Weighted Score</b>   |                              |
| <b>pg 58</b>  | <b>C.8.</b>      | Provide a brief narrative describing the Proposer's plan for the training of its staff assigned to the project. The narrative should detail the Proposer's plan for training during the initial stages of the project as well as the strategy for ongoing training over the term of the Contract. | 0                 | 5                        | 0   |                              |
| <i>The RFP Coordinator will use this sum and the formula below to calculate the section score. All calculations will use and result in numbers rounded to two (2) places to the right of the decimal point.</i> |                  |   |                   |                          | <b>Total Raw Weighted Score:</b><br><i>(sum of Raw Weighted Scores above)</i> | <b>75</b>                    |
| <b>Total Raw Weighted Score</b><br><hr/> <b>Maximum Possible Raw Weighted Score</b><br><i>(i.e., 5 x the sum of item weights above)</i>   |                  |   |                   |                          | <b>X 400</b><br><i>(maximum possible score)</i>                               | <b>= SCORE:</b><br><b>75</b> |
| State Use – Evaluator Identification: <b>005</b>  |                  |   |                   |                          |   |                              |
| State Use – RFP Coordinator Signature, Printed Name & Date:<br><b>Linda Geary-Keel      Linda Geary-Keel      2/13/13</b>   |                  |   |                   |                          |   |                              |